

Your local bureau is:



We can provide this information in alternative formats and community languages. Please ask your local NHS Board or CAB.

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Advice and Support for all NHS users

Provided by the Independent Advice and Support Service

We can help you (or someone else on your behalf) if:

- You have comments or complaints about the treatment you've received in hospital, from your GP, dentist, nurse, or from any other part of the NHS, and you're not sure what to do next
- Ill-health or disability is having an impact on other areas of your life, and you'd like some advice or help.

The Independent Advice and Support Service is part of the Scottish Citizens Advice Bureau (CAB) Service, and funded by local NHS boards.

The CAB Service is a professional, trusted source of help. Our service is **free, confidential, independent and impartial.**

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Feedback, comments or complaints?

We can help you to:

- Raise concerns informally to try to resolve issues with the people providing your care.
- Use the NHS complaints procedure should you wish to complain about any aspect of your treatment / care, and support you in your dealings with the NHS.
- Feed back any comments, good or bad, that you may have to the NHS.

Information or advice

We can:

- Help you with information on your rights to NHS services.
- Provide information on how to deal with changes in personal circumstances due to illness or disability e.g. benefits entitlement.
- Provide advice on a wide range of day to day issues, e.g. debt, housing or employment.

How we can help you

We can provide different levels of support to meet your needs.

- Help you to find the information you need.
- Advise what options are available to you.
- Support you with whatever you decide to do, and if necessary arrange for a specialist worker to give you more detailed assistance.
- Arrange for additional support if you have special needs.

If you need help

Contact your local CAB.

To find your local bureau:

- Visit our website www.cas.org.uk to find out more about your local bureau and its opening hours.
- Look in the phone book under "citizens advice bureau".
- Use the contact details overleaf.
- Visit www.adviceguide.org.uk to find out more for yourself.